



DEA CAREER GATEWAY FREQUENTLY ASKED QUESTIONS

Applicant Questions:

Q: How do I change my DEA Career Gateway password?

A: Log in to your account and go to the My Careers Home page and then Edit Profile. Click on the Change Password hyperlink in the Member Information section and follow the instructions provided.

Q: How do I retrieve a forgotten password or user name?

A: From the Career Gateway Login page, click the Login Help link. Enter your User name in the appropriate field and click on **Get New Password** to get a new password sent to the email address previously entered in your Profile page. Enter your email address in the appropriate box and click on **Find User Name** to have the user name sent to your email address.

Q: How do I view the status of my application?

A: You must first log in to your DEA Career Gateway account with your unique user name and password. The status of your application(s) is listed under the section labeled My Career Tools.

Q: I received notification that my application was received but I cannot see the status in USAJobs. What is wrong?

A: USAJobs will not display the status of jobs you applied for through the DEA Career Gateway. You must first log in to your DEA Career Gateway account with your unique user name and password. The status of your application is listed under the section labeled My Career Tools.

Q: How do I find a school code?

A: There are thousands of accredited schools to select from and the system has a limit to the number of records it can retrieve at any one time. You must carefully define your search criteria to limit the selections by country, state and description. This can be done through the [Advanced Lookup](#) hyperlink. Remember to select the appropriate delimiter from the description drop-down box and enter the characters to search on.

Q: How do I find my major?

A: There are thousands of majors to select from and the system has a limit to the number of records it can retrieve at any one time. You must carefully define your search criteria to limit the description. This can be done through the [Advanced Lookup](#) hyperlink. Remember to select the appropriate delimiter from the description drop down-box and enter the characters to search on.

Q: How do I find my minor?

A: There are thousands of minors to select from and the system has a limit to the number of records it can retrieve at any one time. You must carefully define your search criteria to limit the description. This can be done through the [Advanced Lookup](#) hyperlink. Remember to select the appropriate delimiter from the description drop down-box and enter the characters to search on.

Q: The system sometimes freezes up and I lose connection. Why is this happening?

A: The swirling pattern at the top right side of the page indicates the system is retrieving or saving information. If your selection exceeds the system limitations the system will lock up causing you to lose connectivity.



Q: I completed my application but did not receive confirmation nor can I see the status when I log back on to the DEA Career Gateway. What is wrong?

A: If you successfully submitted your application then you should have received an email notification. If you did not receive an email then you may need to verify your email address in your DEA Career Gateway profile is correct. If your email is correct, then your application submission may not have been successful. Please contact the HR contact listed on the vacancy announcement for further assistance.

Q: How do I upload my resume?

A: The first time you use a specific resume you must add it when applying to a position. On the Resume Options screen, select the radio button for Copy and Paste Resume Text, type in your Resume Title then copy and paste the entire resume from your existing document into the space provided. That resume will be attached to the application for this position. If you wish to use that resume for a different position, simply select the radio button for Use an Existing Resume and select that resume from the Resume to Use drop down box.

Q: How do I edit my resume for future positions?

A: If you wish to use an existing resume for other positions but need to make minor changes, simply select that resume from the Resumes section of My Career Tools for editing.

Q: How do I attach my SF-50, DD-214, performance appraisals, transcripts, and other documents required to complete the application?

A: From the My Career Tools page of your DEA Career Gateway account scroll to the Supporting Documentation section, select the Attachment Type and type in the purpose, click on **Browse** to locate and select the document from the files you have saved elsewhere, click on **Upload**, then **Save & Return**.

Q: How do I edit an application before I submit it for consideration?

A: Go to the appropriate section of the application and edit text, add or delete attachments and change any data that needs to be amended.

Q: How do I edit an application after it has been submitted?

A: Applications that have been submitted cannot be edited. You must create and submit a new application with the corrected information.

Q: How do I enter my KSA's for a vacancy?

A: The DEA is not currently using KSA's. Please refer to the vacancy announcement instructions.

Q: How do I transfer data from my DEA Career Tracker file?

A: You must first download or cut and paste the data into files that can be used outside the DEA Career Tracker file, then follow the directions for adding attachments.

Q: Can I access the DEA Career Gateway from my Firebird machine?

A: No, any applicant applying for a DEA position must locate the job via the USAJobs website (<https://www.usajobs.opm.gov/>). Due to the new hiring reform requirements all Federal agencies are mandated to have one entry point (USAJobs) for the application process.